

Equal Pay FAQ's

How does it work?

It's pretty simple. You must have an active account with us for 12 months at your current address. We take the last 12 months of consumption and get an average. We charge for consumption based on that average for the next 12 months. Every March, we compare your actual consumption against your billed consumption during the past 12 months. This is what we call a "true-up." If you used more or less water than what we billed you for, the difference will be divided over the next Equal Pay billing period in addition to your new calculated amount. If you use less water than what we billed for, it will reduce your next 12-month Equal Pay amount. If you use more water than what we billed for, it will be added to your next 12-month Equal Pay amount.

What will I pay?

Every month, you will pay only the Equal Pay amount, regardless of your actual usage. Then on every April 1st statement your Equal Pay amount could be adjusted depending on changes in city council-approved rates or usage of the customer. At that point, the customer agrees to pay the new Equal Pay amount for the next year or to cancel their participation in the plan.

Can I have my Equal Pay amount changed if the number of people living in my household changes?

No. The amount will adjust automatically on every April 1st statement.

What happens if my actual consumption charges are more or less than my Equal Pay charges?

The Equal Pay plan provides a level payment plan that assists in household budgeting by considering seasonal swings of water and sewer consumption over the course of a year. The customer will always be responsible to pay for actual consumption. This plan is designed to help smooth fluctuations that may occur month to month or seasonally. At the time of termination, the customer will be charged or credited for the remaining difference between the amount consumed and the amount billed.

What do I do if I believe my Equal Pay adjustment is wrong?

If you have concerns about your Equal Pay amount, you can e-mail utility.billing@newbergoregon.gov or call 503-537-1205 for more information. We would be happy to review the amount with you and explain how and why the amount was calculated. Keep in mind that we will not be adjusting the amount if the number of people in your household changes.

Once I sign up, am I committed to being on the plan for the whole year?

No. You can cancel the Equal Pay plan at any time. Upon cancellation, a true-up will be performed, and the difference between the amount consumed and the amount billed will be credited or charged to your account.

When can I sign up for Equal Pay?

You must reside at the current service address for one year and have good payment history in order to be eligible for the Equal Pay plan. Good payment history is defined as no more than two late payments and/or no service interruptions for non-payment in the last 12 months. Your account must have a zero balance (all charges paid in full). Your Equal Pay will be calculated and begin with your next monthly billing.

Do I have to remember to sign up every year?

No. As long as your account is in good standing, your plan will recalculate and reactivate every March and be applied to your April 1st statement.

What happens if I move to a new address while I am on Equal Pay?

You will need to reside for 12 months at your new address before you will be eligible to begin on Equal Pay. After 12 months you will need to sign up again at that time.

How do I sign up?

Please contact the Utility Billing Department at City Hall (414 E First St, Newberg, OR 97132) or by phone at (503) 537-1205. Customer must complete the Equal Pay plan enrollment form. Enrollment via the City's website will be available in the near future.

What if I had a water leak?

You need to let us know about any leak that you have repaired. We will verify that the leak has been fixed. The Equal Pay for the next year will be adjusted to reflect any leaks on the next Equal Pay period.